

Washington State Department of Health Immunization Program CHILD Profile: Vaccine Order Processing and Customer Service Summary 2-5-2007

Daily Order Triage and Address Verification:

- Each day, DOH staff will assess the vaccine orders as they arrive, and DOH staff will be deployed as necessary to ensure efficient, timely processing of vaccine orders.
- Staff will verify addresses on the order sheet and in VACMAN by checking multiple fields -- PIN, Name, Address, Contact information etc.
- Any discrepancies will be noted, VACMAN will be updated based on the order form received from the LHJ. The hard-copy order will be flagged to ensure follow-up in both VACMAN and CHILD Profile Immunization Registry. CHILD Profile Immunization Registry staff will be notified of changes in provider information.
- If a provider order is received, and they do not have a VACMAN PIN: 1) recheck VACMAN to ensure that the provider does not exist in VACMAN; 2) flag the order sheet, 3) check the provider information against the VFC Data Base to ensure there is a VFC Provider Agreement in Place – Note: Wendy Bowman is the point person on assuring provider agreements are in place, and she will follow-up the same day to get one in place. (the fax machine can be used to expedite this process).
- If Duplicates occur, PIN, name, address etc., call the LHJ to confirm what the correct information is. Any discrepancies will be noted, VACMAN will be updated based on the order form received from the LHJ, and hard-copy of the changes will be flagged to ensure follow-up in both VACMAN and CHILD Profile Immunization Registry. CHILD Profile Immunization Registry staff will be notified of changes in provider information.

Telephone / E-mail Based Customer Service:

- LHJs should direct their phone and e-mail inquiries to the DOH staff person identified as the primary contact for their county.
- DOH Staff will check their voice mail at a minimum between 11:30 and 12:00 daily, and the last half hour before the end of their work-schedule, and follow-up with LHJs the same day. They will also log issues that are identified by the caller.
- If phone calls or e-mail are not returned, the back-up person should be contacted.
- The Vaccine Manager can be contacted if issues are unresolved, or phone calls / e-mails not returned.
- DOH Staff will consult with content experts within the program to ensure appropriate response and actions related to order processing, vaccine storage and handling, etc.,

Order / Shipping confirmation:

- Staff will verify that the number of orders placed in VACMAN or CHILD Profile Immunization Registry is the same number of orders received from the LHJ, and e-mail the number of orders received and processed to the LHJ as confirmation that the orders were processed. LHJs can use this as confirmation that all orders that were faxed in or entered in CHILD Profile Immunization Registry have been processed.
- Return shipping information should be forwarded to LHJs in CHILD Profile Immunization Registry. If it is not possible to forward shipping information to LHJs via CHILD Profile Immunization Registry, and excel file or orders shipped to providers in their county will be created and sent to LHJs via e-mail.

Quality Improvement protocol:

- Each day, 5% of all orders in the queue awaiting approval for each LHJ batch will be reviewed at the individual provider order level and orders will be checked against faxed order to ensure the accuracy of the order for both demographic information and ordering data (doses requested, used last month and inventory on hand.)